

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category: Agency Telecommunications Management (ATM)	Chapter Title: Agency Telecommunications Representative (ATR)	Chapter Number: 0201.0
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POLICY

Agencies shall designate a person within their organization as the principal person responsible for their agency's telecommunications management function.

The primary ATR acts as the principal liaison to the TD for telecommunications matters.

INTRODUCTION

The TD shall refer to the agency's designated representative as the primary Agency Telecommunications Representative (ATR). The primary ATR is the authorized agency representative for telecommunications and shall have fiscal authority to act on behalf of the agency when requesting telecommunications services. The primary ATR is also responsible for keeping their agency informed on policy changes, new service offerings, and current procedures and developments pertaining to telecommunications services. All ATR's are expected to be familiar with and adhere to the telecommunications (4500) sections of SAM and follow established STMM guidelines and procedures.

Agencies shall supply the name, address, interagency mail service (IMS) code, phone number, and fax number of the individual designated as the primary ATR. The primary ATR may delegate telecommunications management responsibility, based on work load, geographic or functional area of responsibility, etc., by appointing one or more ATRs. The primary ATR shall notify the TD in writing of any such appointments. Send all ATR appointments and changes to Program Management & Administration.

The TD shall periodically provide information and guidance to the designated ATRs through the medium of ATR bulletins. In addition, the primary ATR receives the STMM updates from the TD.

AGENCY TELECOMMUNICATIONS MANAGEMENT RESPONSIBILITIES OF THE PRIMARY ATR

The following are the principal telecommunications management responsibilities of the primary ATR:

1. Review all agency requests and requirements for systems and services for compliance with SAM, STMM, and established agency policies, procedures, and plans.
2. Approve agency requests for systems and services including, but not limited to:
 - a. Customer Premise Equipment
 - b. Long Distance Services
 - c. Local Line Services
 - d. Telephone credit cards
 - e. Telecommunications Consulting Services
 - f. Cabling and Wiring in Buildings
3. Analyze agency requirements for systems and services to develop operational specifications and management principles.
4. Support the TD planning efforts by developing and submitting annual telecommunications management plans that describe the need for new or modified telecommunications programs, projects, equipment or services.
5. Include the TD in the planning of projects that will require services or support.
6. Establish a program for reviewing expenses to verify the appropriate use of telecommunications funds and services.
7. Ensure proper training of staff in telecommunications services.
8. Maintain timely and accurate systems and service records.
9. Monitor systems and services for appropriate and cost-effective use.
10. Establish processes for system security, including fraud and abuse.
11. Approve and submit all updates for the publication of the State of California Telephone Directory to TD Directory Services.
12. Approve and submit Public Telephone Directory listings to the local utility providing service to the area.

SPECIFIC AGENCY TELECOMMUNICATIONS MANAGEMENT RESPONSIBILITIES OF THE PRIMARY ATR

These additional duties are to:

- Maintain a current list and submit it to the TD upon request for:
 - ♦ cellular telephones and telephone service or equipment installed in a private residence or private vehicle that is billed to the state. See ***Chapter 0204.0***

Cellular Telephone Usage and Chapter 0205.0, Private Residence and Vehicular Telephone Service.

- ♦ agency 800/888 toll-free telephone numbers. See ***Chapter 0206.0, Toll-Free Telephone Service.***
- Sign certification statements to the yellow and white pages for publication of the State of California Telephone Directory. See ***Chapter 1101.0, State Telephone Directory.***
- Approve Public Telephone Directory listings and submit them to the local utility providing service to the area. Agencies with CALDEX telephone service must follow instructions as listed in ***Chapter 1102.0, Public Telephone Directory.***
- Provide the telephone numbers and billing codes of added and disconnected lines from the state's telephone network (CALNET) to Program Management and Administration, CALNET Accounts Administration. See ***Chapter 0901.0, CALNET Billing.***

CHANGES TO ATR DESIGNATION

To assist agencies in submitting changes to the ATR list, and to standardize the information received, a designation form has been developed. Agencies should now submit all updates to the ATR designation on this form. See ***Chapter 0299.2*** for the form.

All changes should be mailed or faxed to the Program Management and Administration Section.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.